

# Tip Sheet: Specialist Examination(s) – Services and External Service Providers

Apart from the commonly completed examinations in eMedical, applicants may be required to complete additional examinations (tests) as part of their visa application requirement. These are generally referred to as specialist examinations.

An applicant requiring a specialist examination must be referred to a clinic in eMedical that offers the relevant 'services' required to process that particular examination.

**Note:** Only the **Clinic Administrator** role can manage services and external service providers for their clinic.

## 1. Services

### 1.1. Services offered

When your clinic is created in eMedical, U.S. Department of State (DOS) will add one or both of the controlled services (medical and radiology) and some uncontrolled services (e.g. pathology) depending on the information provided on your completed access form. Different services are needed in order to process different examinations in eMedical.

Table 1 below lists the examinations that can be performed when medical, radiology and/or pathology services are offered by a clinic in eMedical for U.S.

Table 1 – Examinations that can be performed under different services in eMedical		
Medical services	Radiology services	Pathology services
501 - Medical Examination 106 - Mental health report	502 - Chest x-ray examination 603 - Investigation on current state of tuberculosis 607 - Continued anti-tuberculosis treatment	712 - Syphilis Test (VDRL or RPR) 713 - Gonorrhoea 714 - Hansen's Disease 719 - TB screening test (TST) or IGRA (Australia, USA) 951 - Vaccinations

### 1.2. Viewing the services offered by your clinic

**Step 1.** Select **Manage my clinic** from the Administration tab



The screenshot shows a dialog box titled "Add New Service". It has a "Service" dropdown menu currently set to "Specialist". Below it, there is a section titled "Exams included" with a list box containing "125 Specialist report". At the bottom right, there are "Cancel" and "Ok" buttons, with the "Ok" button highlighted by a red rectangle.

**Note:** The exams that can be processed with each service will be displayed in the **Exams included** field. For example, if an applicant is required to complete a 603 TB Investigation, the clinic that the applicant is referred to, must have the Chest Specialist listed as a service offered.

The added service(s) will now be listed under the **Services offered** section.

**Step 4.** Press the **Save** button in the bottom right corner of the **Manage clinic** screen

The screenshot shows a table of services offered by a clinic. The table has columns for service name, date, and other details. The 'Specialist' service is listed with '125 Specialist report' as the exam included. The 'Save' button in the bottom right corner is highlighted with a red rectangle.

Radiology	502 Chest X-ray Examination 503 Chest x-ray image 504 Posteroanterior (PA) chest x-ray 508 Posteroanterior (PA) chest x-ray 509 Lordotic chest x-ray examination 510 Lateral chest x-ray examination	18 Jun 2013	
Specialist	125 Specialist report	10 Apr 2018	n/a

A success message will display.

The screenshot shows a green success message box with a checkmark icon. The text inside reads: "Success Successful save. All data is valid."

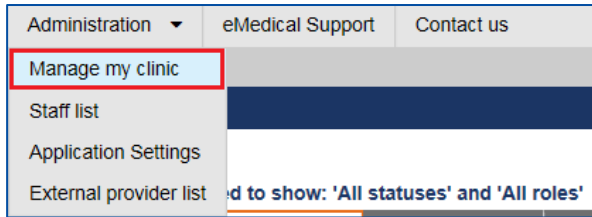
## 2. External Service Providers

External service provider clinics are not automatically linked to your clinic in eMedical. Your clinic administrator(s) is responsible for linking and creating external service providers to your clinic for required services.

### 2.1. Viewing external service provider clinic(s) linked to your clinic

To view any external service provider clinics currently linked to your clinic in eMedical:

**Step 1.** Select **Manage my clinic** from the Administration tab



The **Manage clinic** screen will appear.

Any linked external service provider clinics with the services that they offer, and the date that they were linked to your clinic will be listed under the **External service providers** section of the screen.

External service providers		
Provider	Service(s)	Linked
3FC44828905120A2, 3FEF4BBE977D2EFA	Chest specialist Respirology	26 Oct 2017
3FCFFE3FFC7FF900, 3FEE187C30F861F1, 3FC0E221C4438887, 3FE0F121E243C488	Chest specialist Cardiology Respirology Specialist	28 Nov 2017
3FD7CBAF975F2EBE, 3FD5C52B8A5714AE	Chest specialist Respirology Tuberculosis specialist	26 Oct 2017
3FE38EA71D4E3A9C, 3FD6A8AD515AA2B5, Utah	Chest specialist Cardiology Endocrinology Geriatrics Gastroenterology Nephrology Neurology Oncology Ophthalmology Pathology Paediatrics Psychiatry Respirology Rheumatology Specialist Tuberculosis specialist	28 Oct 2017
HSC UAT - Endocrinology, 1 Avenida de los Servicios Medicos, Bogota	Endocrinology	19 Jun 2013

Manage external service providers

## 2.2. Adding additional service(s) to an external service provider clinic

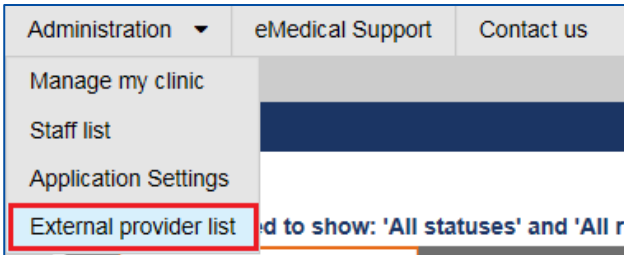
If the external service provider clinic is linked but the service required to process a particular examination in eMedical is not listed, then you can add additional services to the clinic.

**Note:** You will not be able to add additional services to any existing external service provider clinics that already have medical and/or radiology services offered. For these clinics you will need to contact DOS directly and ask them to add the additional services.

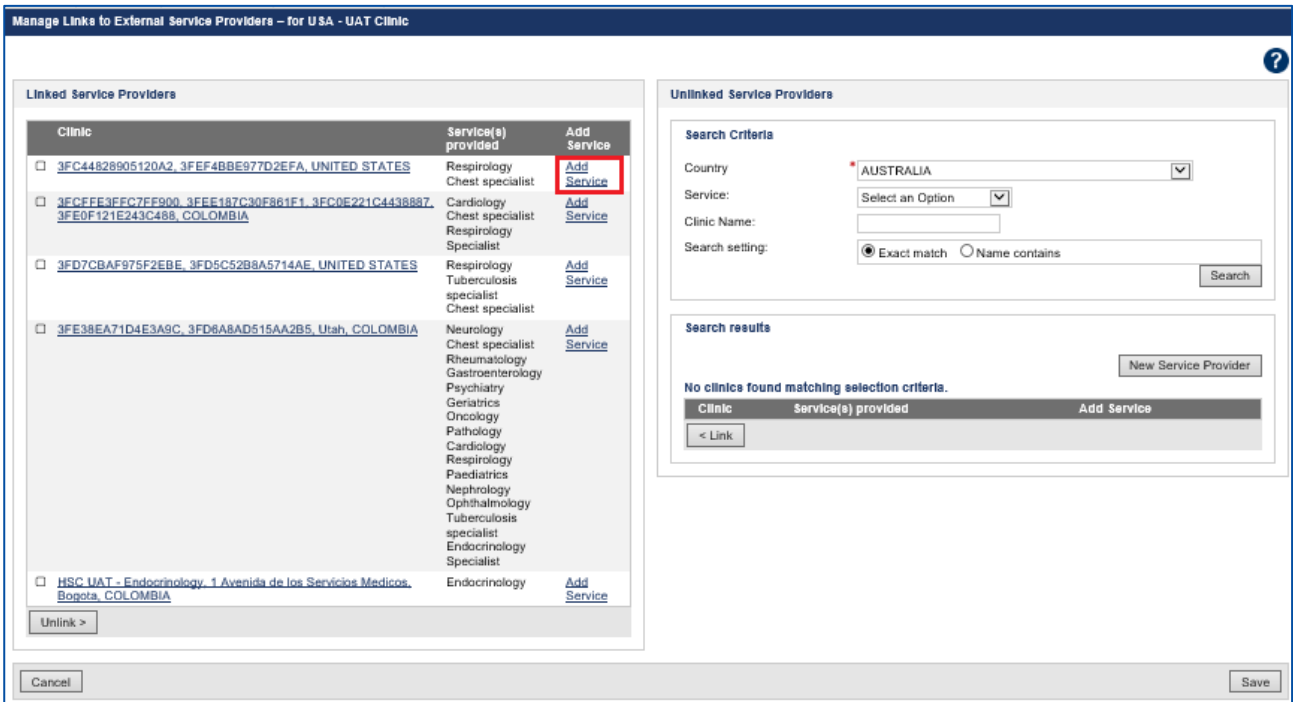
**An error has occurred**

• This clinic provides controlled services and you are not authorised to edit their details. Please contact your Network Administrator with any change requests.

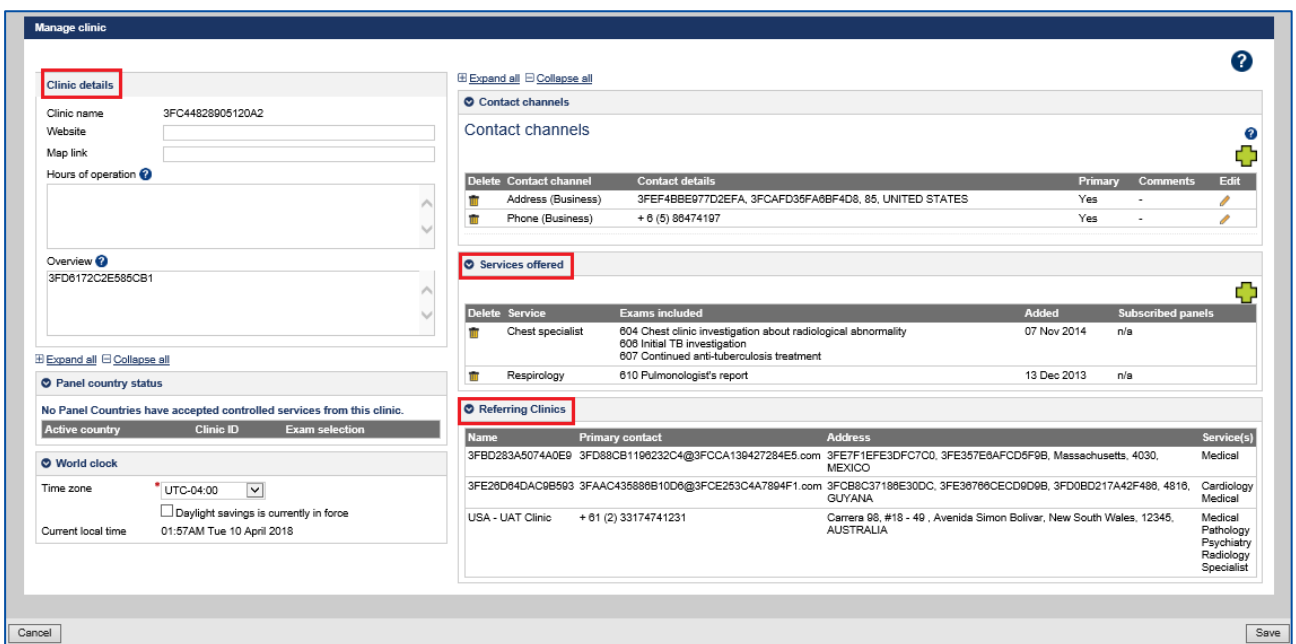
**Step 1.** Select **External provider list** from the **Administration** tab




**Step 2.** Press the **Add Service** button next to the clinic under the **Linked Service Providers** section



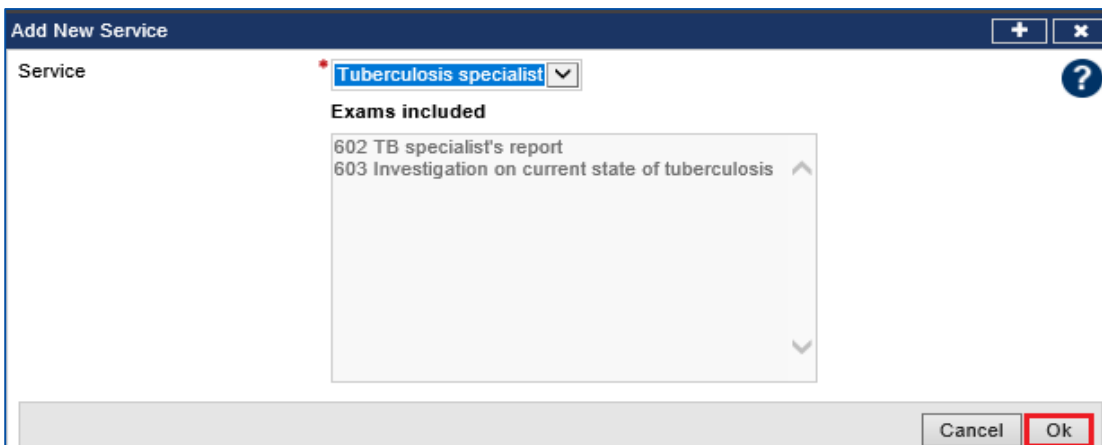
The **Manage clinic** screen will open and display the clinic's details, including Contact channels, the **Services offered** as well as **Referring Clinics**.



**Note:** Use the  icon to add additional **Contact channels** for this clinic where available.  
**Note:** The Referring clinics enlist the clinics to which this clinic is linked to as an external service provider.

**Step 3.** Press the  icon under the **Services offered** section of the **Manage clinic** screen

**Step 4.** Select the **Service(s)** that you wish to add from the drop down menu and then press the **Ok** button



The screenshot shows a dialog box titled "Add New Service". At the top right are "+" and "x" buttons. Below the title bar, the word "Service" is followed by a dropdown menu currently showing "Tuberculosis specialist" with a small red asterisk to its left and a question mark icon to its right. Below this is the "Exams included" section, which contains a list box with two items: "602 TB specialist's report" and "603 Investigation on current state of tuberculosis". At the bottom right of the dialog box are "Cancel" and "Ok" buttons, with the "Ok" button highlighted by a red rectangular border.

**Note:** The exams that can be processed with each service will be displayed in the **Exams included** field. For example, if an applicant is required to complete a 603 Initial TB Investigation, the clinic that the applicant is referred to must have the Chest Specialist as a service offered.

The added service(s) will now be listed under the **Services offered** section.

**Step 5.** Press the **Save** button in the **Manage clinic** screen to save the changes

**Manage clinic**

Expand all Collapse all

**Clinic details**

Clinic name: Canberra Services

Website:

Map link:

Hours of operation:

Overview:

Expand all Collapse all

**Panel country status**

Active country	Clinic ID	Exam selection
Australia	281	Complete

**World clock**

Time zone: UTC+11:00

Daylight savings is currently in force

Current local time: 04:20PM Wed 20 June 2018

**Contact channels**

Delete	Contact channel	Contact details	Primary	Comments	Edit
<input type="checkbox"/>	E-mail (Business)	CanberraHealthservice@yahoo.com	Yes	-	<input type="text"/>
<input type="checkbox"/>	Address (Business)	15 more st, Belconnen, Australian Capital Territory, ACT, 2696, AUSTRALIA	Yes	-	<input type="text"/>
<input type="checkbox"/>	Phone (Business)	+ 62 (02) 65346789	Yes	test	<input type="text"/>

**Services offered**

Delete	Service	Exams included	Added	Subscribed panels
<input type="checkbox"/>	Pathology	601 Sputum smears and cultures 608 Await tuberculosis culture results 703 Repeat urinalysis 704 Serum Creatinine 705 Estimated Glomerular Filtration Rate (eGFR) 707 HIV test 708 Hepatitis B test 712 Syphilis Test (VDRL or RPR) 713 Gonorrhea 715 Liver functions test 716 Hepatitis C test 717 HbA1C 718 Full blood count 719 TB Screening test - TST or IGRA 722 HIV Specialist report	30 May 2018	n/a
<input type="checkbox"/>	Tuberculosis specialist	602 TB specialist's report 603 Investigation on current state of tuberculosis	20 Jun 2018	n/a

**Referring Clinics**

**Step 6.** Press the **Cancel** button to exit this screen

The **Manage Links to External Service Providers** screen with newly added service will display.

**Manage Links to External Service Providers – for USA - UAT Clinic**

**Linked Service Providers**

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Avengers Clinic, 123 Sesame ST, New York, UNITED STATES</a>	Medical Pathology Radiology Tuberculosis specialist	<a href="#">Add Service</a>
<input type="checkbox"/> <a href="#">Canberra Services, 15 more st, Australian Capital Territory, AUSTRALIA</a>	Pathology <b>Tuberculosis specialist</b>	<a href="#">Add Service</a>

If the specialist clinic exists in eMedical but the required service is not listed then you can add the service to the clinic and link that clinic:

**Step 7.** Search the clinic using the Clinic Name fields under the **Unlinked Service Providers** section

**Step 8.** Press the **Search** button

Manage Links to External Service Providers – for USA - UAT Clinic

**Linked Service Providers**

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Avengers Clinic, 123 Sesame ST, New York, UNITED STATES</a>	Medical Pathology Radiology Tuberculosis specialist	<a href="#">Add Service</a>
<input type="checkbox"/> <a href="#">Canberra Services, 15 more st, Australian Capital Territory, AUSTRALIA</a>	Pathology Tuberculosis specialist	<a href="#">Add Service</a>
<input type="checkbox"/> <a href="#">Lung Doctors, 321 Second Avenue, New York, UNITED STATES</a>	Respirology	<a href="#">Add Service</a>
<input type="checkbox"/> <a href="#">USA RAVI CLINIC, 15 JAUNCEY COURT, Colorado, UNITED STATES</a>	Medical Radiology Chest specialist Pathology Psychiatry Tuberculosis specialist	<a href="#">Add Service</a>

[Unlink >](#)

**Unlinked Service Providers**

**Search Criteria**

Country:

Service:

Clinic Name:

Search setting:  Exact match  Name contains

[Search](#)

**Search results**

No clinics found matching selection criteria.

[New Service Provider](#)

Clinic	Service(s) provided	Add Service
<a href="#">&lt; Link</a>		

[Cancel](#) [Save](#)

**Note:** We recommend that you select the **Name contains** search setting and only provide the initial four characters in the clinic's name. Selecting **Exact match** may limit the search results, as the text entered in the Clinic Name field would need to be exactly the same as the clinic name appearing in eMedical.

Any existing clinics matching the name search will be displayed.

**Step 9.** Once you find the clinic you wish to add the service (e.g. Pathology), press the **Add Service** link



**Unlinked Service Providers**

**Search Criteria**

Country: AUSTRALIA

Service: Select an Option

Clinic Name: Aubu

Search setting:  Exact match  Name contains

Search

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**Search results**

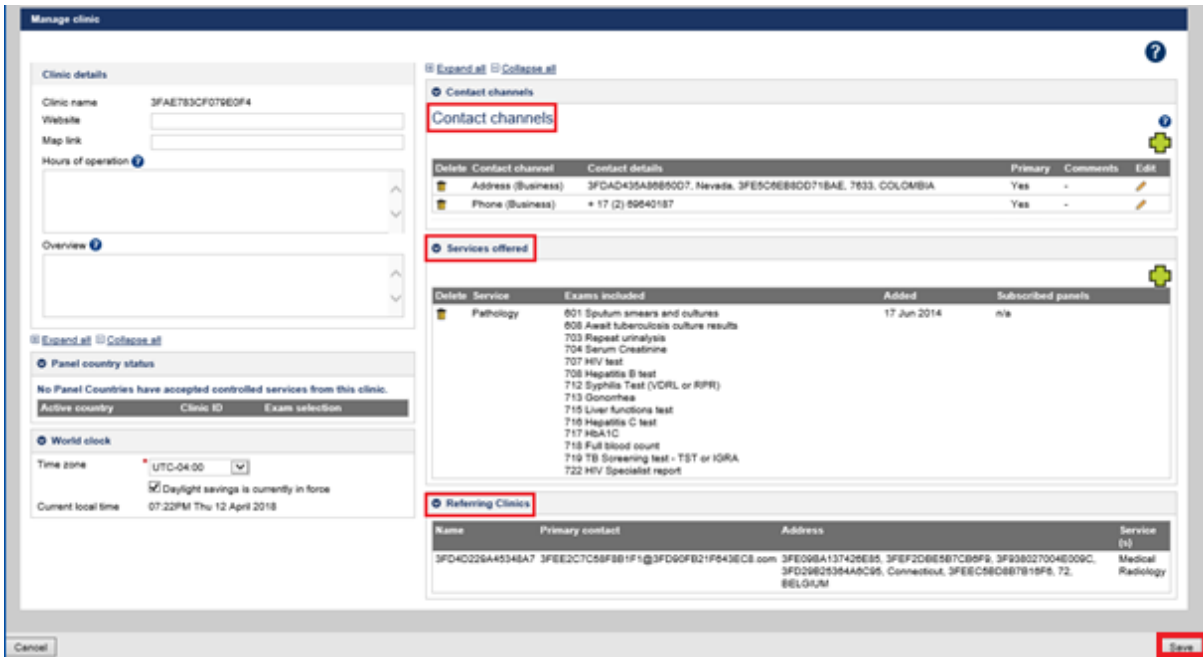
New Service Provider

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Auburn Health Clinic, 111 Parramatta Rd, New South Wales, AUSTRALIA</a>	Rheumatology Medical Radiology Gastroenterology Nephrology Cardiology Endocrinology Geriatrics Respirology Tuberculosis specialist Pathology Oncology Ophthalmology Paediatrics Psychiatry Specialist Neurology Chest specialist	<a href="#">Add Service</a>

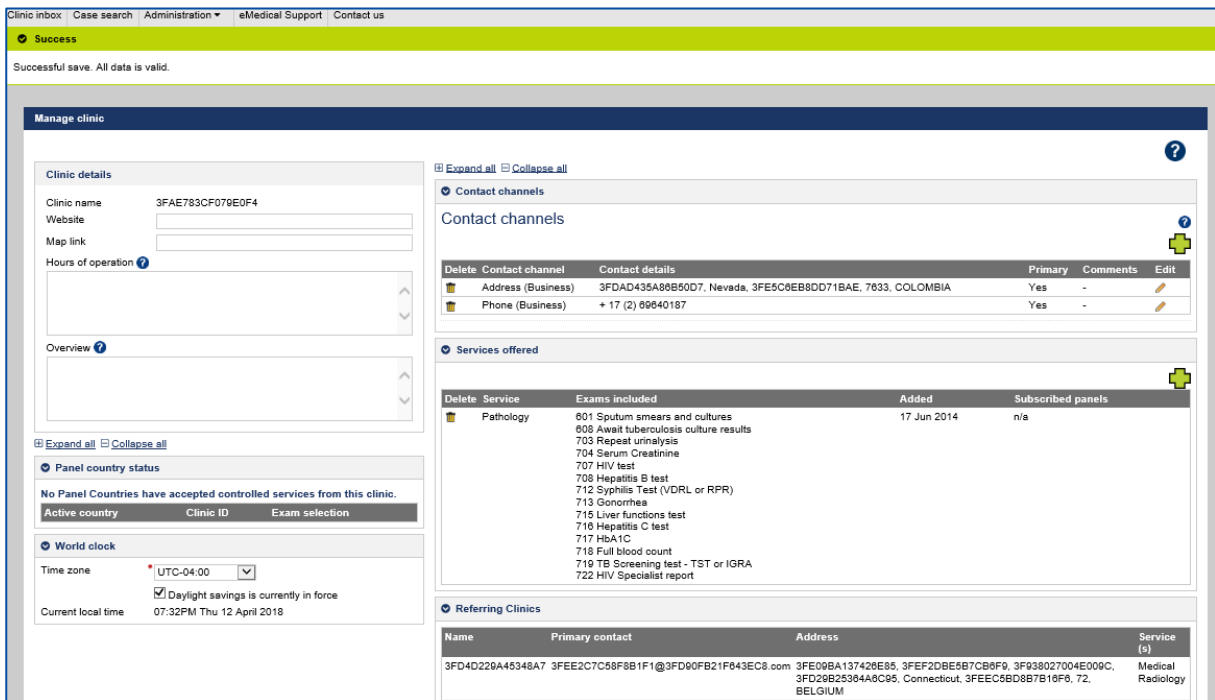
< Link

Save

The **Manage clinic** screen will open and display the clinic's details, including Contact channels, the Services offered as well as Referring Clinics.



**Step 10.** Press the **Save** button. A success message will appear



**Step 11.** Press the **Cancel** button to exit this screen

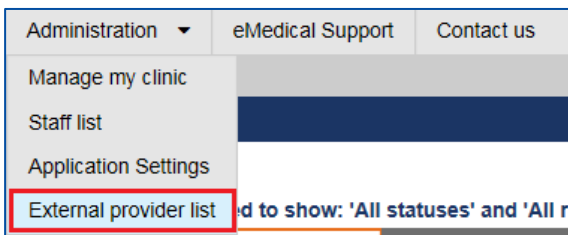
You will be returned to the **Manage External Service Providers** screen.

**Step 12.** Search for the clinic by following Step 1 above

The clinic with the added service will be displayed.

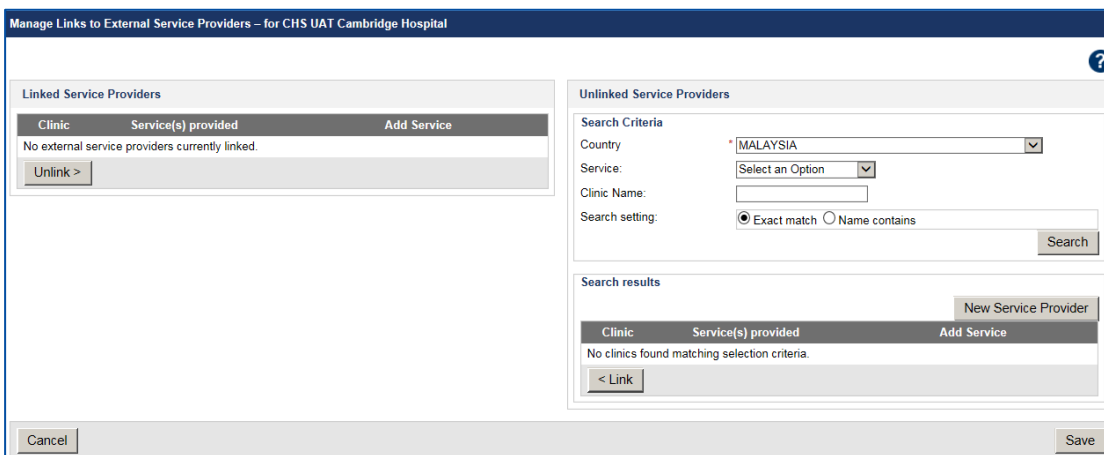
## 2.3. Linking external service provider clinic(s)

**Step 1.** Select **External provider list** from the **Administration** tab

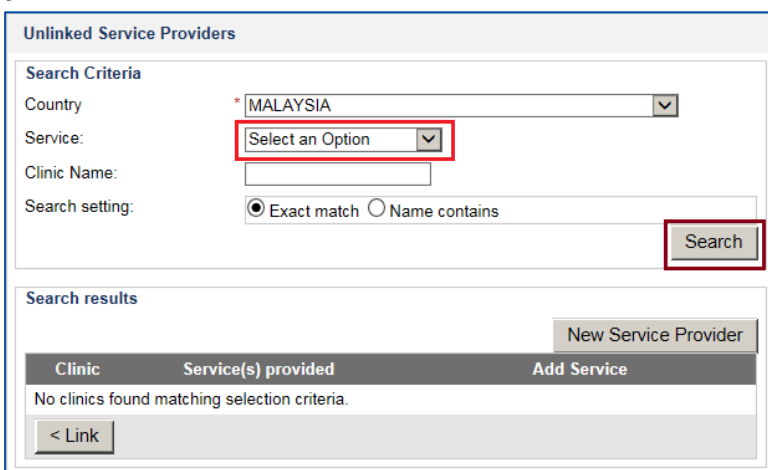


There are two sections on the next screen:

- Linked Service Providers** – this section lists any existing external service provider clinics that are already linked to your clinic in eMedical.
- Unlinked Service Providers** – this section allows you to search for existing external service provider clinics in eMedical that are not currently linked to your clinic and to create new external service provider clinics.



**Step 2.** Select a **Service** in the **Unlinked Service Providers** section and press the **Search** button



To narrow down the search, you may also enter clinic name in the **Clinic Name** field.

**Note:** If you are using the **Clinic Name** field in your search we recommend that you select the **Name contains** option and only enter a minimum four letters of the clinic's name. Selecting **Exact match** may limit the search results as the text entered in the Clinic Name field would need to be exactly the same as the clinic name appearing in eMedical.

**Step 3.** Press the **Search** button

A list of clinics that meet the search criteria will appear under **Search Results**.

**Step 4.** Select the box on the left of the clinic's name to select the clinic you want to link

**Step 5.** Press **Link**

**Unlinked Service Providers**

**Search Criteria**

Country: \* MALAYSIA

Service: Tuberculosis specialist

Clinic Name:

Search setting:  Exact match  Name contains

**Search results**

New Service Provider		
Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Glennegles Specialist Services, 42 King Sultan Road, Kuala Lumpur, MALAYSIA</a>	Chest specialist Neurology Tuberculosis specialist	<a href="#">Add Service</a>
<input checked="" type="checkbox"/> <a href="#">Hopkins Medical Service, Street No 45, Kuala Lumpur, MALAYSIA</a>	Tuberculosis specialist	<a href="#">Add Service</a>

< Link

The clinic will now be added in the **Linked Service Providers** section.

**Manage Links to External Service Providers – for CHS UAT Cambridge Hospital**

**Linked Service Providers**

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Hopkins Medical Service, Street No 45, Kuala Lumpur, MALAYSIA</a>	Tuberculosis specialist	<a href="#">Add Service</a>

Unlink >

**Unlinked Service Providers**

**Search Criteria**

Country: \* MALAYSIA

Service: Tuberculosis specialist

Clinic Name:

Search setting:  Exact match  Name contains

**Search results**

New Service Provider		
Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Glennegles Specialist Services, 42 King Sultan Road, Kuala Lumpur, MALAYSIA</a>	Chest specialist Neurology Tuberculosis specialist	<a href="#">Add Service</a>

< Link

Cancel Save

**Step 6.** Press the **Save** button

A success message will display.

### 3. Creating a new external service provider clinic

**Note:** You will not be able to create a new external service provider clinic until you have searched for all the existing external service provider clinics in your country. This is to prevent the creation of duplicate clinics.

**Note:** If there are multiple specialists located at one location (for example a hospital) then **DO NOT** create separate clinics for individual services/specialists. Instead add required service(s) to the same clinic following the steps above under section 3.2.

**Step 1.** Select **External provider list** from the **Administration** tab

**Step 2.** Under the **Unlinked Service Providers** section press the **Search** button

The screenshot shows the 'Unlinked Service Providers' search interface. The 'Search Criteria' section includes a 'Country' dropdown menu set to 'MALAYSIA', a 'Service' dropdown menu set to 'Select an Option', a 'Clinic Name' text input field, and 'Search setting' radio buttons for 'Exact match' (selected) and 'Name contains'. A 'Search' button is highlighted with a red box. Below the search criteria is a 'Search results' section with a 'New Service Provider' button and a table with columns 'Clinic', 'Service(s) provided', and 'Add Service'. The table currently displays 'No clinics found matching selection criteria.' and a '< Link' button.

**Note:** You must leave the Service, Clinic Name and Search Setting fields blank/unselected. This ensures that every clinic in a particular country is listed in the search results as the clinic may already exist in eMedical under a different name or with different services than the ones you are searching for. If you perform a search using any additional fields the following error message will appear.

**An error has occurred**

- Please perform a Country-only search first, and verify the clinic you want to add does not already exist.

If the clinic you were looking for already exists in eMedical you can:

- Link that clinic following the steps above under 2.2

OR

- Add the relevant services to the clinic, if they aren't already offered – following the steps above

**Note:** Audit arrangements are now in place to monitor and identify **Clinic Administrators** who continue to create duplicate records for existing external service providers. This will be managed as a panel performance issue.

**Step 3.** After you have reviewed the list of clinics and confirmed that the clinic that you wish to create does not currently exist in eMedical, you can create the clinic by pressing the **New Service Provider** button

**Unlinked Service Providers**

**Search Criteria**

Country: \* MALAYSIA

Service: Select an Option

Clinic Name:

Search setting:  Exact match  Name contains

**Search results**

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> <a href="#">Alfred Specialist Clinic, Jln 245, Kuala Lumpur, MALAYSIA</a>	Respirology	<a href="#">Add Service</a>
<input type="checkbox"/> <a href="#">Alnur Pathology, 642, Jln Hakim, KJ, MALAYSIA</a>	Geriatrics	<a href="#">Add Service</a>

The **Add new clinic** screen will display.

**Add new clinic**

**Clinic details**

Clinic name \*required

Website

Map link

Hours of operation

Overview

**World clock**

Time zone \*Select an Option

Daylight savings is currently in force

Current local time -

**Contact channels**

Delete	Contact channel	Contact details	Primary	Comments	Edit
No data					

**Services offered**

Delete	Service	Exams included	Added	Subscribed panels
No data				

**Step 4.** Enter the mandatory details for the clinic including the **Clinic name**, **Time zone**, a **Business Address**, a **Business Phone Number** and **Services offered**

**Note:** Press the  icon to add the **Contact channels** and the **Services offered**.

**Step 5.** Press the **Save** button

**Add new clinic**

Expand all Collapse all

**Clinic details**

Clinic name: Alred Specialist Clinic

Website:

Map link:

Hours of operation:

Overview:

**World clock**

Time zone: UTC+08:00

Daylight savings is currently in force

Current local time: 11:46AM Sat 14 November 2015

**Contact channels**

Delete	Contact channel	Contact details	Primary	Comments	Edit
<input type="checkbox"/>	Address (Business)	Jn 245, Kuala Lumpur, MALAYSIA	Yes	-	<input type="text"/>
<input type="checkbox"/>	Phone (Business)	+ 60 (3) 4578963	Yes	-	<input type="text"/>

**Services offered**

Delete	Service	Exams included	Added	Subscribed panels
<input type="checkbox"/>	Gastroenterology	117 Gastroenterologist's report	14 Nov 2015	n/a

Cancel Save

A success message will display.

**Step 6.** Press the **Cancel** button to return to the **Manage External Service Providers** page

The new clinic will be automatically added to the list of **Linked Service Providers**.

**Manage Links to External Service Providers – for CHS UAT Cambridge Hospital**

**Linked Service Providers**

Clinic	Service(s) provided	Add Service
<input type="checkbox"/> Alred Specialist Clinic, Jn 245, Kuala Lumpur, MALAYSIA	Gastroenterology	Add Service

Unlink >

**Unlinked Service Providers**

Search Criteria

Country: MALAYSIA

Service: Select an Option

Clinic Name:

Search setting:  Exact match  Name contains

Search

**Search results**

New Service Provider

Clinic	Service(s) provided	Add Service
No clinics found matching selection criteria.		

< Link

Cancel Save

**Step 7.** Press the **Save** button

A success message will display.

**Note:** If you do not press the **Save** button in **Step 7** you will not save the clinic as a linked service provider, and you will need to search for and link the clinic to yours again by following **Steps 3 to 6** above.